New England Deaconess Hospital
Boston, Massachusetts

pulse

VOLUME 24 — NUMBER 1 OCTOBER 1970

Mr. Tenore Named Chief of Security

Mr. Francis A. Tenore began his duties as Chief Security Officer of Deaconess Hospital on October 13. His addition to the staff enables the hospital to tighten and maintain a firm control over security practices at all times.

Before coming to the Deaconess, Mr. Tenore was corporate staff manager of security and building services at Itek Corporation in Lexington. Among other duties, he administered all fire and safety programs, monitored security practices of all divisions and was corporate security consultant.

A 1935 graduate of St. Joseph's College, Philadelphia, Mr. Tenore did post-graduate work from 1937-39 at the School of Law at the University of Temple. He studied at various military schools including Officer's Candidate School at Ft. Oglethorpe, Ga., in 1942. While serving with the U. S. Army for twenty years, Mr. Tenore held assignments in the field of security in various stations throughout the world.

Mr. Francis A. Tenore

Mr. Tenore is a member of the American Society for Industrial Security and has served as vice president of this organization for the past two years. He is also a member of the International Association of Chiefs of Police and the Retired Officers Association. A faculty member at Northeastern University, he lectures on industrial security and document control.

Mr. Tenore and his wife, Dorothy, live in Framingham with their three children: Harold, 19; Andrew, 16; and Michael, 12.

NEDH Certifies Sixth Respiratory Therapy Class

The Deaconess recently graduated and certified three respiratory therapy technicians. The students; Deborah Hall, Jeanine Thurlow and William Cwalina; have completed their first year of academic and clinic training under the instruction of Mr. George V. Muncey, supervisor of the respiratory therapy department, and Dr. Joseph P. Crehan, anesthesia specialist at the Deaconess and Lahey Clinic.

This fall's graduating class is the sixth group of respiratory therapy technicians to complete the training program. They are required to finish another year of clinical training before becoming eligible for national certification.

Mr. George V. Muncey, respiratory therapy supervisor, presents a certificate to Miss Deborah Hall, recent graduate of the respiratory therapy training program. Mr. William Cwalina and Miss Jeanine Thurlow were also certified by the hospital after the completion of the year-long training program.

Respiratory therapy is a relatively new paramedical specialty. The Deaconess' respiratory therapy department was initiated seven years ago by Dr. Crehan. A year after the department was established, Mr. Muncey joined as a staff therapist. He became supervisor four years ago.

Respiratory therapy is a supportive and sometimes a resuscitative treatment for patients who cannot breathe adequately without assistance. By supporting ventilation, respiratory therapy gives the doctor a chance to treat the underlying cause of the disease affecting the patient. Pulmonary or circulatory complications, blood-gas tension, acid-base imbalance, brain damage or anything else that affects a patient's breathing ability may be treated by a respiratory therapist.

1969 Annual Report Is An Award Winner

NEDH's 1969 Annual Report was awarded two prizes in recognition of its originality. In the 1970 MacEachern Awards Competition, a Certificate of Merit was presented to the Deaconess Hospital. The award is the second-place prize in the annual report category for hospitals with over 250 beds. Mr. R. D. Lowry, executive vice president, accepted the award in behalf of the hospital at a September 14 breakfast in Houston, Texas.

The 26th Annual MacEachern Competition was sponsored by the Academy of Hospital Public Relations. More than 400 entrees were submitted in this year's competition, but only 34 hospitals received either the MacEachern Citation, first prize; or a Certificate of Merit, second prize.

The list of categories of competition were: outstanding annual reports, internal news publications, external news publications, interpretive publications and special projects. Hospitals with over 250 beds competed against each other as did those with less than 250 beds. Government hospitals competed and were judged in a separate category.

At a New York City competition, Creativity '70, judges selected Deaconess' annual report above all entrees and gave it the over-all first prize for the entire show. The competition, sponsored by the Advertising and Trade Corporations, Inc., was not limited to hospitals. Businesses, schools and government agencies also vied for the top honors. An award certificate was given to the Deaconess in New York where the annual report was displayed at the Hilton Hotel, September 14-16.

The 1969 Annual Report has also been entered in Communication Arts, 1970, a still-to-be judged international show in California. It will also be displayed in the upcoming Boston Art Directors Annual Show of Advertising and Graphic Arts.

Mr. Evans F. Houghton, public relations director, and Mr. William F. McLane, owner and president of Design Collaborative, are responsible for creating the award-winning report.

United Fund Pledges Still Coming In

On October 5, the 1970 United Fund Campaign became — not just a community effort — but also a Deaconess-supported activity that will last until November 1. This year, Deaconess employees have the opportunity to use payroll deduction for their United Fund Pledge. It is the first time since the 1967 Hospital Campaign, to which our employees pledged $225,000, that this option has been offered to hospital personnel.

Through this method, it is hoped that individually and as a family, Deaconess employees will surpass their previous United Fund giving records and rank high in generosity among other large hospitals in the greater-Boston area.

United Fund is a community effort. It helps finance approximately 340 services and agencies in the Boston area. By giving only once, through the United Fund, you limit the number of agencies that would usually solicit your home or business for financial help.

If you haven't yet given or pledged money but would like to be part of the United Fund effort this year, write: The New England Deaconess Hospital, Development Office, 110 Francis Street, Room 520, Boston; or call 734-7000 extension 2017.

Results of the Deaconess' support of the United Fund Campaign will appear in a subsequent issue of PULSE.

Mrs. Sylvia Norris of S. Weymouth admires one of the many items available in the remodeled gift shop that opened September 21. The gift shop is open Monday through Friday from 9:00-4:30 and Saturday from 9:00-12:30. A gala Christmas opening is scheduled for November 17.

PROFILE: Mr. Albert Di Simone

His smile, sense of humor and soft-spoken manner are characteristics that attract people to Mr. Albert Di Simone, darkroom technician in the x-ray department on Central 2. He is also endowed with a lot of determination and optimism.

When he was younger, Mr. Di Simone's ambition was to be a jockey. In an attempt to attain his goal, he worked at different race tracks exercising horses and learning to ride. It was after he failed to get the necessary contract permitting him to race, that he decided to join the service in 1950.

He became a paratrooper in the Eleventh Airborne Division of the Army and left immediately for Korea after a few months of basic training. It was on one of the missions during his first year of service that Mr. Di Simone was injured and lost his sight.

When he returned home, he tried to find a job but quickly learned that few employers were interested in hiring handicapped people. After eight discouraging years of job hunting, Mr. Di Simone found out about a training program for darkroom technicians at Massachusetts General Hospital.

One of his friends — also blind — suggested that he join the training program in 1959. Three months later, he completed the necessary training. His first job as darkroom technician was at the Newton-Wellesley Hospital where he worked for nine months before coming to the Deaconess.

When he first started processing films, Mr. Di Simone used the hand or wet process: placing x-rays in the developing solution, transferring them to the fixing solution, rinsing and then drying them. Today, most of the developing process is done automatically by machines. The Deaconess darkroom has two automatic processing machines. One machine develops films within 90 seconds and the other takes three minutes.

Mr. Di Simone, who has been with the Deaconess for nine years, feeds unprocessed negatives into the machines which automatically develop and dry them. In the rare case of a technical malfunction, all of the darkroom technicians must know both the hand and automatic process of developing films. An expert at both techniques, Mr. Di Simone has been teaching darkroom procedures to x-ray technician students for the last eight years.

Everyday Mr. Di Simone's dog, Sheba, accompanies him to work. They ride the subway from their home in Revere to Kenmore Station and then take a bus to the hospital. Their route home is entirely by subway.

According to Mr. Di Simone, "A lot of people think that a guide dog knows the route which his master wants to take. This is not true. I have to know when to get off the subway, how many blocks to walk and whether to turn right or left. At first it took a lot of concentration and I had to ask people where I was. Now, I can tell when to get off the subway by listening to the motion of the train and knowing on what side of the train the doors are opening.

"After awhile, a guide dog becomes used to his master's time and route schedule. Only after he is taught the things that his master wants, can a dog actually do any leading. But by then, it is automatic to both the dog and master."

Sheba is Mr. Di Simone's third dog. She is two and a half years old and comes from the Second Sight Guide-Dog Training School in Smithtown, Long Island. It took three months to train Sheba at the school. Then, for about four weeks, Mr. Di Simone and Sheba attended classes together.

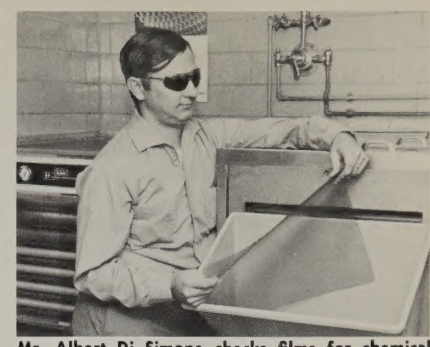
"A dog has to be suited to his or her owner. The school matches 'personalities' of the dog and owner. For example, they wouldn't give an active dog to a man who sits behind a desk all day," comments Mr. Di Simone.

Very rarely does Mr. Di Simone give directions to Sheba by flicking the handle on the dog's harness to either the right or left. He usually gives the command verbally.

"If I flick the handle to the left, Sheba knows that I want to go left, but this is often confusing to the dog. For instance, she is trained to stop at all obstacles. What if there is an obstacle to our left and I flick the handle in that direction? It is better for us both if I just give the verbal command. Sheba can then lead me around the obstacle and still go to the left without any confusion," he explains.

Thirteen years ago, Mr. Di Simone married Linda Driver. Their circumstances of introduction are a bit unusual. He was talking to one of her girl friends on the telephone when Linda, a telephone operator, cut in on their conversation. After meeting several weeks later, they decided to get married.

In his spare time, Mr. Di Simone enjoys working around his home in Revere. His latest project has been



Mr. Albert Di Simone checks films for chemical residue when he cleans the rollers each morning.

refinishing the basement. He tore up the entire floor because, "We used to get a lot of water in the basement when it rained. One day after a heavy rain, I went downstairs and began tearing up part of the floor to find out what kind of base was underneath. I got carried away with the job!"

After tearing up the floor, Mr. Di Simone dug a trench, 15 inches wide, around the inside of the foundation. He made the trench into a dry well by filling it with the concrete he'd torn from the original floor. After covering the entire floor with tar paper, Mr. Di Simone had a cement company pour the concrete for the floor.

"We now have one of the driest basements in the neighborhood!" he proudly exclaims.

With a dry basement floor, Mr. Di Simone's next project became obvious. He installed a downstairs lavatory, with a little bit of help, and now is working on a new playroom for his three children: Jay, 10; Glen, 7; and Jill, 2.

Chess playing is one of his favorite games for relaxation. However, Mr. Di Simone doesn't like to play chess with people unless they are better at the game than he, because "Otherwise the game just isn't a challenge!"

Operators, (l. to r.) Mary Fordham and Arnecia Sarden, work in the switchboard room that was located on Deaconess I for the past six years. Notice that the Doctor's Answering Service board (right) was entirely separate from the main switchboard.

The new switchboard room on the Baker roof provides an operator's lounge that is divided from the work area by a wooden planter. Miss Marjorie Le Beau, director of administrative services, waits to speak with Miss Marie Dube, chief operator.

Switchboard Moves At 5 a.m.

On October 3 at 5 a.m., a massive communication change occurred at the Deaconess. After months of planning and preparation, the cutover from the three-position switchboard on Deaconess 1 to the four-position board on the Baker roof became history.

New telephone directories, indicating the new four-digit extensions, were distributed to all departments on Wednesday, September 30. According to Miss Marjorie M. LeBeau, director of administrative services, "It would be a tremendous boost to the efficiency of telephone services if all personnel consulted the new directories instead of the operators for Deaconess information. Also, when employees make local calls, it would be appreciated if they would dial '9' for an outside line and then dial their party directly."

When placing business calls outside of the local area, the caller should give their name, department and the number they are calling. It saves the operator's time and puts the call through more quickly if the operator doesn't have to look up a number or area code.

The new telephone room is the result of a team effort. The maintenance department converted the old beauty shop location into its present attractive state, and the systems and planning department deserves credit for the new directories.

Included in the list of improvements on the Baker roof are: special non-glare windows and shades, air conditioning, an operator's lounge that is separated from the switchboard area by a wooden planter, increased cabinet space, wall-to-wall carpeting and the encasement of all radiators with finished wood. New curtains, to help brighten the already sunny room, will be hung as soon as they arrive.

In the near future, there will be an open house so that all Deaconess personnel can visit the switchboard room.

JUST A THOUGHT:

"No one ever *finds* life worth living. One always has to *make* it worth living."

by *Richard M. McFeeley*

Students Noted For Service and Reliability

Student volunteers at the Deaconess give valuable service to the hospital staff, patients and visitors. Their efforts help provide more time for the professional staff to devote to patient care. Even though most of their contact with patients is indirect, the volunteers make a significant contribution to the betterment of patient care and comfort.

From October 1969 to October 1970, 69 junior and senior high school students volunteered at the Deaconess. They gave a total of 3,651 hours of service to NEDH during the year.

Although many people tend to associate volunteers exclusively with the coffee shop, this is only one of several areas where volunteers serve the hospital. They also work the courtesy and library carts, diversional therapy, the thrift shop, blood bank and with the nurses' in-service education program.

In order to work at NEDH as a volunteer, a student must be 14 years old. There is no time minimum asked of a person who shows an interest in volunteer work but dependability is expected from all volunteers.

According to Mrs. Irma Kellner, director of volunteer services for the past six years, "Most volunteers fulfill their responsibilities faithfully — especially if they feel needed and are doing something they like."

Duties are given to volunteers according to their interests, amount of available time and the need of the hospital. Donna Pacella, 15-year-old daughter of Mr. Phillip P. Pacella, pharmacist, is interested in painting and drawing. After expressing her interests to Mrs. Kellner, Donna was assigned to the in-service education program for nurses. Twice a week during the summer Donna worked with bulletin boards, displays, and other visual aids for the nurses.

Lynn Matthews, daughter of Employee Relations Director Francis Matthews, refurbishes the library cart before taking it upstairs to the patients.

It is not always possible to match interests with hospital needs. Sometimes a person is not available when he is needed at a specific place. For instance, the coffee shop runs on a 9:30-1 and 1-4 shift for volunteers. If a person cannot be available during one of these time slots, he is placed in another area of service.

Some students enjoy the diversity of working in more than one area of volunteer service. Last summer 15-year-old Kevin Murphy worked in the coffee shop and blood bank. His job was to approach the family of the patient being admitted at patient services and ask them if they'd like to donate blood. If they were interested, he referred them to the clinic for the actual blood donation. Kevin enjoyed his volunteer work "because it gave me experience in dealing with people."

The Deaconess volunteers come to the hospital for a variety of reasons. The prevalent reason seems to be their basic desire to be constructively busy. Student volunteers think that their service extends to not only the patients — by freeing the professional staff — but directly to the hospital staff and visitors.

Some volunteers come to the hospital to occupy free hours because they are looking for something to do and are too young to hold a paying job. According to Betsi Legg, daughter of Dr. Merle Legg, pathologist, "I didn't want to just hang around home last summer and I thought I might get some job experience for next year."

Although the volunteers don't have much patient contact, their services are oriented to different kinds of patient needs. Mrs. Kellner hopes that work in the hospital encourages some volunteers to consider medical or paramedical careers. Donald Levin is an example of Mrs. Kellner's wishes being fulfilled. Don, an 18-year-old pre-med student at Northwestern University, volunteered for two summers while attending a local junior high school. Last summer he was employed as an x-ray technician on Central 2.

He credits his experiences at the Deaconess for his interest in medicine and for some personal growth. He explains that, "There is a lot of acceptance at NEDH. Through my work here as a volunteer and a summer employee, I've found something that takes me beyond myself."

Not all volunteers enjoy their work as much as Don, but Mrs. Kellner tries to recruit volunteers who indicate a genuine interest in helping other people. She speaks to guidance counselors and leaves several copies of the booklet, "A Welcome to Our Volunteers," at schools and churches. Radio and television spot announcements attract some volunteers as do flyers in supermarkets, churches, recreation areas and schools.

Volunteer work is naturally time consuming and according to Mrs. Kellner, "It is quite an accomplishment for any volunteer, particularly a student, to accumulate up to 200 hours in service."

The Deaconess can find the exception to Mrs. Kellner's statement in two coffee shop volunteers: Barbara Jonasson of Newton who has accumulated over 700 vounteer hours and Lori Imbrici of East Boston who has over 600 hours of service to her credit. Both girls have volunteered at NEDH for about a year. They contribute time not only during the more leisurely summer months, but also during weekends and on occasional school holidays.

Since working in the coffee shop, the girls have formed a close friendship with each other — one of the added benefits for volunteers who wish to take advantage of such opportunities. The main reason the two girls volunteer so much is expressed beautifully by Lori when she says, "I like people . . . especially the people that I meet here!"

Betsi Legg ladles soup in the Coffee Shop where she volunteered last summer. Betsi is the daughter of Dr. Merle Legg, pathologist.

Donna Pacella, daughter of Pharmacist Phillip P. Pacella, puts together a bulletin board for the nursing department's in-service education program.

Student volunteers who worked in the Coffee Shop last summer are: (top row: l. to r.) Steven C. Goldstein, Mattapan; Barbara E. Baron, Brookline; Deborah E. Rudolph, Newton; Lori A. Imbrici, E. Boston; Lawrence R. Silverman, Mattapan; (seated: l. to r.) Jeffrey S. Morris, Mattapan; Kevin D. Murphy, Medfield; Alan H. Spellman, Mattapan; and Mark E. Fishbon, Mattapan.

Doctors doings

Dr. Thomas J. Anglem, general surgery, and his associate, **Dr. Robert E. Leber,** coauthored a paper entitled, "The Characteristics of Ten-Year Survivors Following Radical Mastectomy of the Breast." They presented the paper at the October 2 meeting of the New England Surgical Society in West Harwich, Mass. Dr. Anglem attended a meeting of the Surgeon's Travel Club, September 17-19, at the Mayo Clinic in Rochester, Minn.

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Dr. Harry Bailey, diagnostic radiology, has been appointed a clinical assistant in radiology at Harvard Medical School for the current academic year.

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Dr. Richard Christlieb, internal medicine, was a guest at the October meetings of the Council for High Blood Pressure Research in Cleveland. He is scheduled to present a paper entitled, "Salivary Sodium Potassium Level in Hypertension," on November 13 at the Atlantic City meeting of the American Heart Association.

Dr. Bradley E. Copeland, pathology, acted as moderator for a symposium on "World Standards and Quality Control" at the September 19 annual meeting of the American Society of Clinical Pathologists in Atlanta, Ga.

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Dr. Richard S. Cotton, podiatry, spoke on "Lower Extremity Problems in Relation to Diabetes," September 9 at the Southern Tier Diabetic Seminar in Binghamton, N. Y.

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Dr. F. Henry Ellis Jr., thoracic surgery, was elected president of the Society for Vascular Surgery last June.

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Dr. H. Howard Goldstein, internal medicine, spoke on "Advances in Diabetes" at the September 9 meeting of the Waltham (Mass.) Area Diabetes Club held at Waltham Hospital.

* * *

Dr. John Libertino, urologist, was named "The Most Outstanding Teacher of Clinical Medicine" at Yale University Medical School in July. He attended the early September meeting of the Third International Congress of the Transplantation Society held in the Netherlands. Dr. Libertino's article, "Hyperosmotic Non Retotic Diabetic Coma," will be published in the November issue of the *Journal of Urology*.

Personnel Dept. Active In Two-Day Job Mart

Personnel Assistants, Beth Murphy, Don Buch, Marian Denner and Paul Torris spent September 16 and 17 on the second floor of the Suffolk Downs Paddock (grandstand). They represented the Deaconess Hospital at the New England Job Mart; an employment opportunity for veterans, especially Vietnam Veterans who are either underemployed or unemployed.

More than 200 firms in the greater-Boston area interviewed veterans for approximately 10,000 jobs. The Deaconess placed several veterans on their active file for future employment, but didn't hire anyone at the Job Mart because of some of the technical job requirements.

The Boston *Globe* and the Veterans Administration were co-sponsors of the Job Mart. The employment effort was supported by many types of firms, including: retail and restaurant chains, state and federal agencies, police and fire departments, gas and oil companies, banks, insurance agencies, transportation companies and social institutions.

Miss Beth Murphy and Mr. Don Buch, personnel assistants, discuss job possibilities with veterans at the New England Job Mart held September 16 and 17 at Suffolk Downs.

Job Mart was an attempt to return veterans to the main stream of civilian life as quickly and as effectively as possible. It was hoped that by providing veterans with one centralized employment "bank," a portion of our current economic crisis would be alleviated.

Fourteen television screens at the main entrance to the Suffolk Downs Job Mart instantly showed the veterans what the jobs were and where they are located. Vocational experts were available to assist veterans who were undecided about the type of job they were seeking.

Career Program Is Well Attended

Deaconess Hospital's School of Nursing was one of 53 schools to participate in the 1970 State Nursing Fair, September 29 and 30, in Boston's Government Center. All levels of nursing were represented at the fair: licensed practical, diploma, associate and bachelor's degree programs.

Over 4,000 people attended the two-day career program. Many local junior and senior high schools allowed interested students to take time off from school in order to visit the exhibit. The fair was not limited to students. People came from all of the New England States. Everyone interested in nursing was encouraged to attend and discover what school or program would best suit his or her needs.

Literature about the Deaconess School of Nursing was available to all fair attendees who passed the Deaconess booth. Miss Anne Howard, Deaconess admissions counselor, and NEDH nursing students were present to talk to the potential candidates.

The Deaconess booth displayed specific facets of nursing education. Students showed interested attendees how to wrap a gauze bandage around an injured head. They sought "volunteers" from the crowds of visitors who acted as patients for the head-bandaging display. Teams of nursing students took turns showing the fundamentals of intravenous feeding. Also, the use of a double stethoscope was demonstrated by student nurses. Visitors were invited to listen to the heart beat through the use of the stethoscope.

Miss Howard served as chairman of the nursing fair committee. The exhibit was the first statewide fair sponsored by the Women's Bureau of the Massachusetts Department of Commerce and Development.

In addition to the booths for nursing schools, there were 10 special exhibits at the state fair. These exhibits were manned primarily by representatives of nursing organizations.

Ecology & You

Today, we are bombarded with sometimes conflicting information about environmental problems facing the human race. The problem is not necessarily new, but at last is being taken seriously.

To further educate the Deaconess personnel, Mr. Robert Copeland, meterorologist at WHDH, will speak on "Air Pollution" at 2 p.m., November 4 in Joslin Auditorium. The in-service education program of surgical services is sponsoring the lecture. All personnel are encouraged to attend.

Air pollution affects everyone, but smoking affects only those who indulge. Scheduled to speak, November 18, on "Smoking and What it Does to You" is Dr. Mian Ashraf, associate of Overholt Thoracic Clinic. The lecture will be held in the new recovery room on Central 4 at 7:15 a.m. Both smokers and non-smokers are invited to the morning lesson.

Mrs. Hanlon Honored At Tea

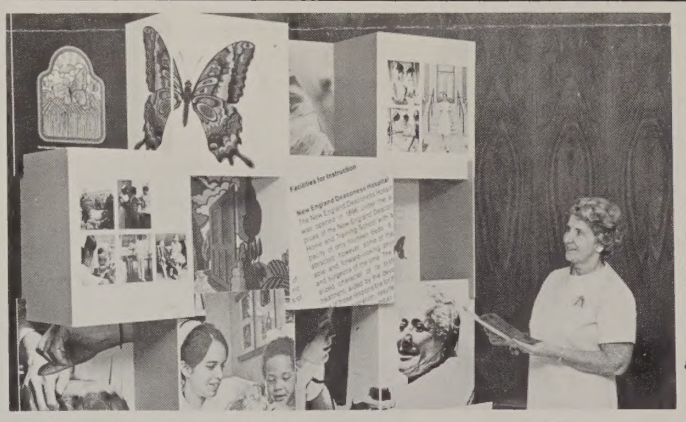
Mrs. Maria (Beristain) Hanlon, staff nurse for 21 years, was honored at a retirement tea, October 2, in Harris Hall. She was given a gold and pearl pin by the nursing service department.

Although she was born in Mexico, Mrs. Hanlon has been in Boston since age 13. She is a 1937 graduate of the Deaconess School of Nursing. Following graduation, she concentrated her efforts on raising her four children: William, Susan, Penny and Danielle.

In 1949, she became a full-time staff nurse at the Deaconess. Mrs. Hanlon has worked on Palmer 4, 5 and Baker 3. She has been at the Observation Unit since it opened two years ago.

Several opportunities for promotions have been offered to Mrs. Hanlon over the past years. She turned each opportunity aside on the grounds that she felt her staff position would provide more patient contact.

After leaving the Deaconess, Mrs. Hanlon plans to relax at her home in Plymouth. She has few doubts that her seven grandchildren will keep her busy!



Miss Kay Waters, receptionist in Central Lobby, examines some of the literature at the "Nurse Week" table display in the main lobby. Governor Francis Sargent set aside the week of October 11-17 as a way of recognizing all Massachusetts nurses.

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The New England Deaconess Hospital Complex, including the Medical Office Building at One Ten Francis Street, Lahey and Overholt Thoracic Clinics, the Joslin Diabetes Foundation, Inc., the Cancer Research Institute and the Shields Warren Radiation Laboratory, is internationally known for diagnosis, treatment and research in general medicine, brain and chest surgery, cancer and diabetes.

PULSE is published monthly by the Public Relations Department of the New England Deaconess Hospital.

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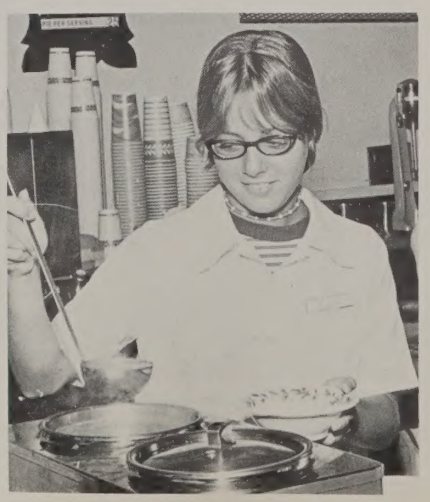
VOLUNTEERS IN SERVICE: See article on page 3.



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